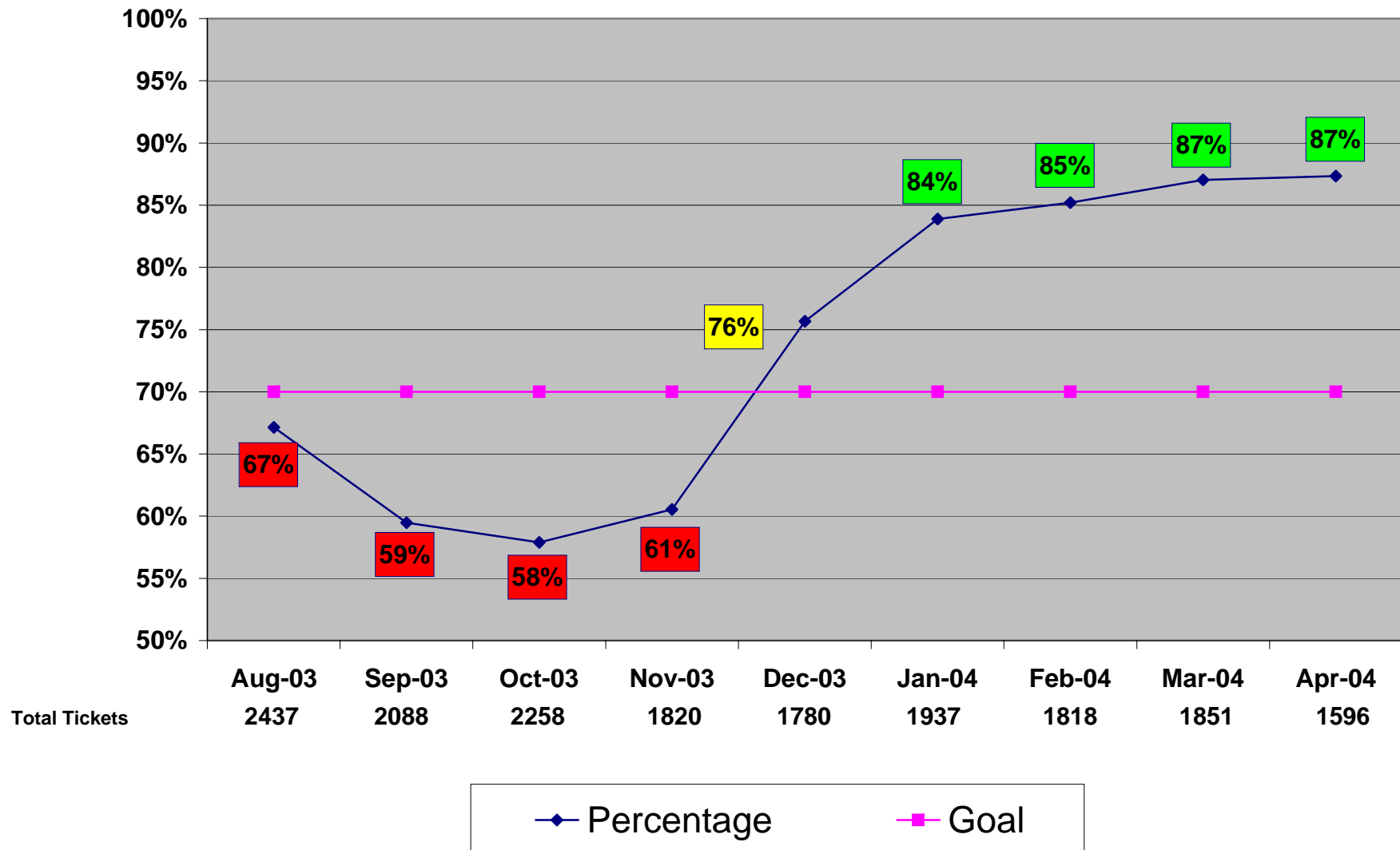
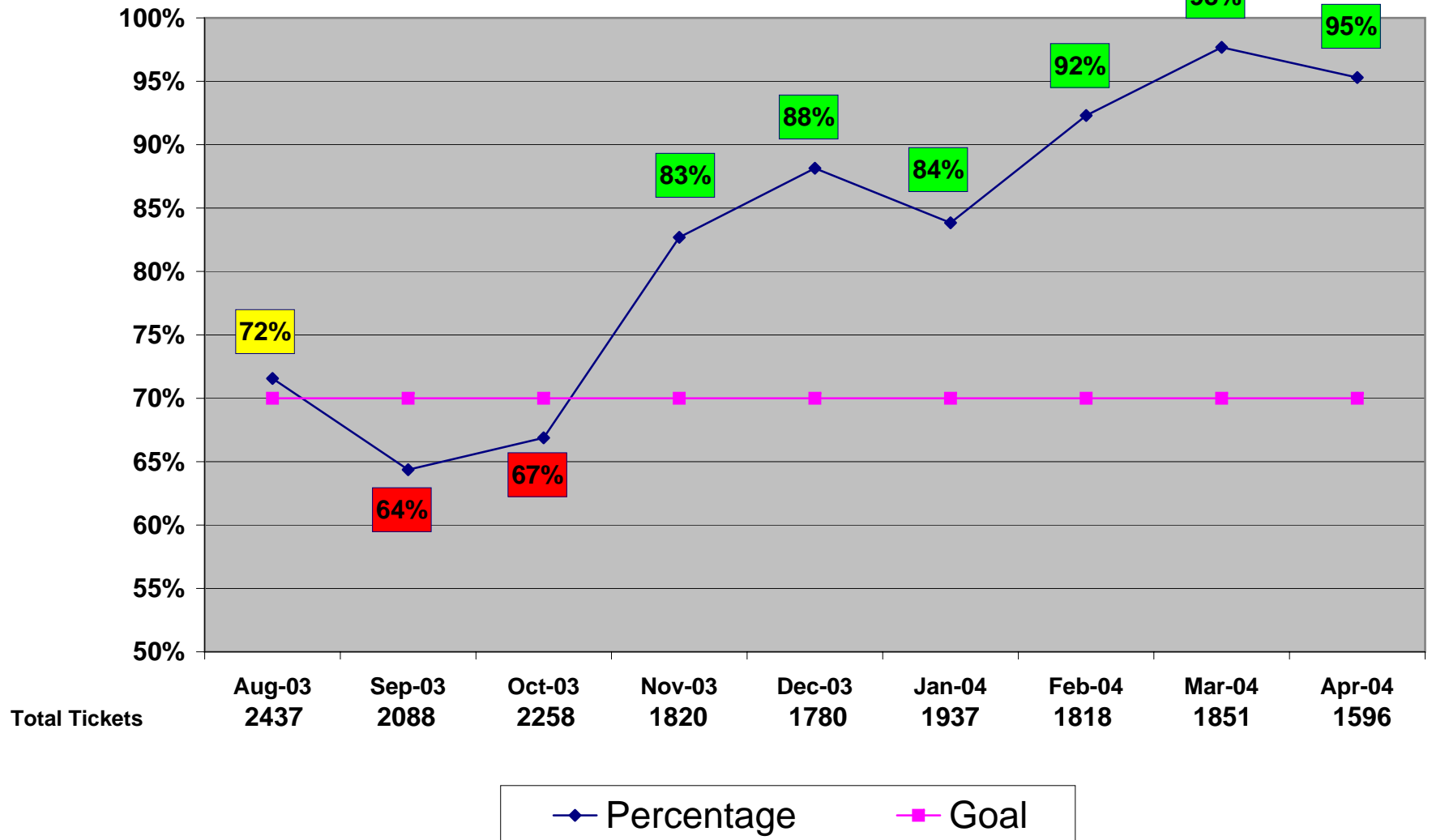


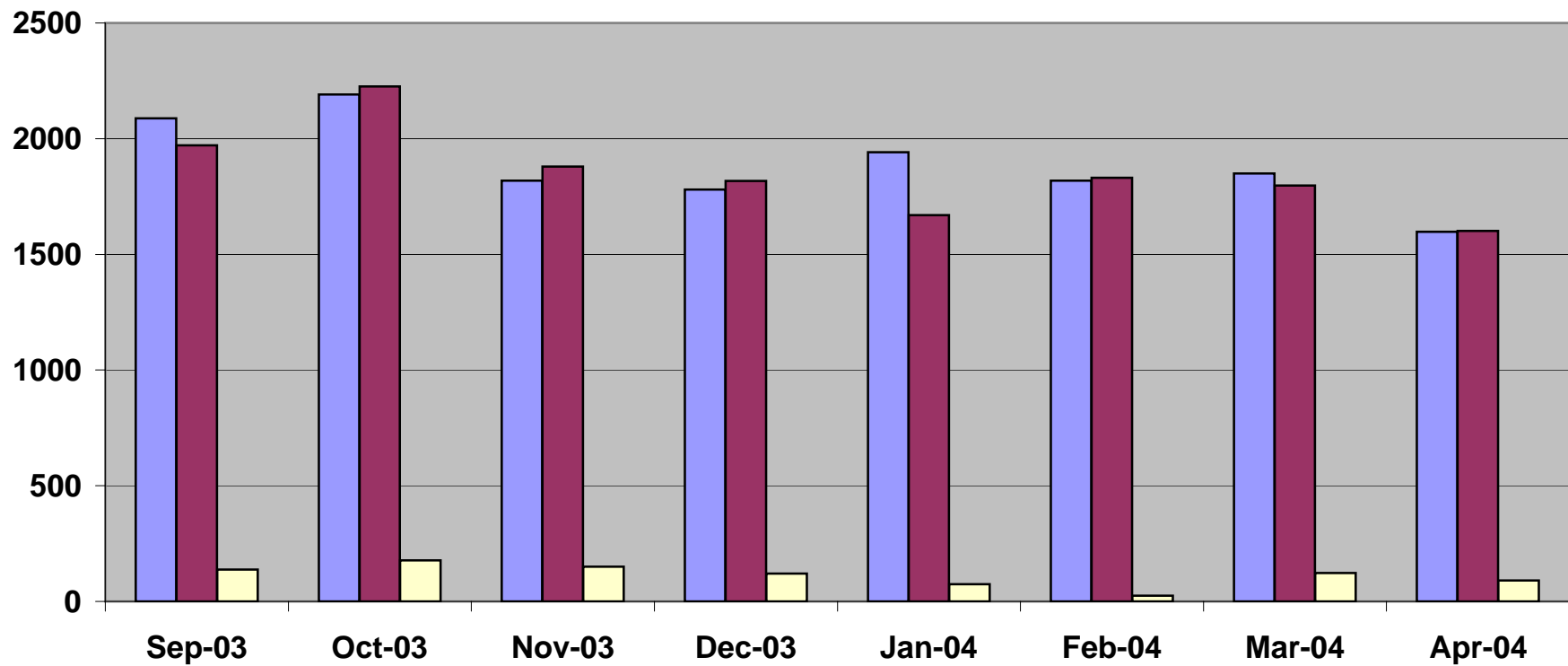
Repair or Make Recommendation Within 24 Hours (Percentage of All OIT Tickets!)



Service Agreement - Customer Contacted Within 2 Hours (Percentage of all OIT Tickets)



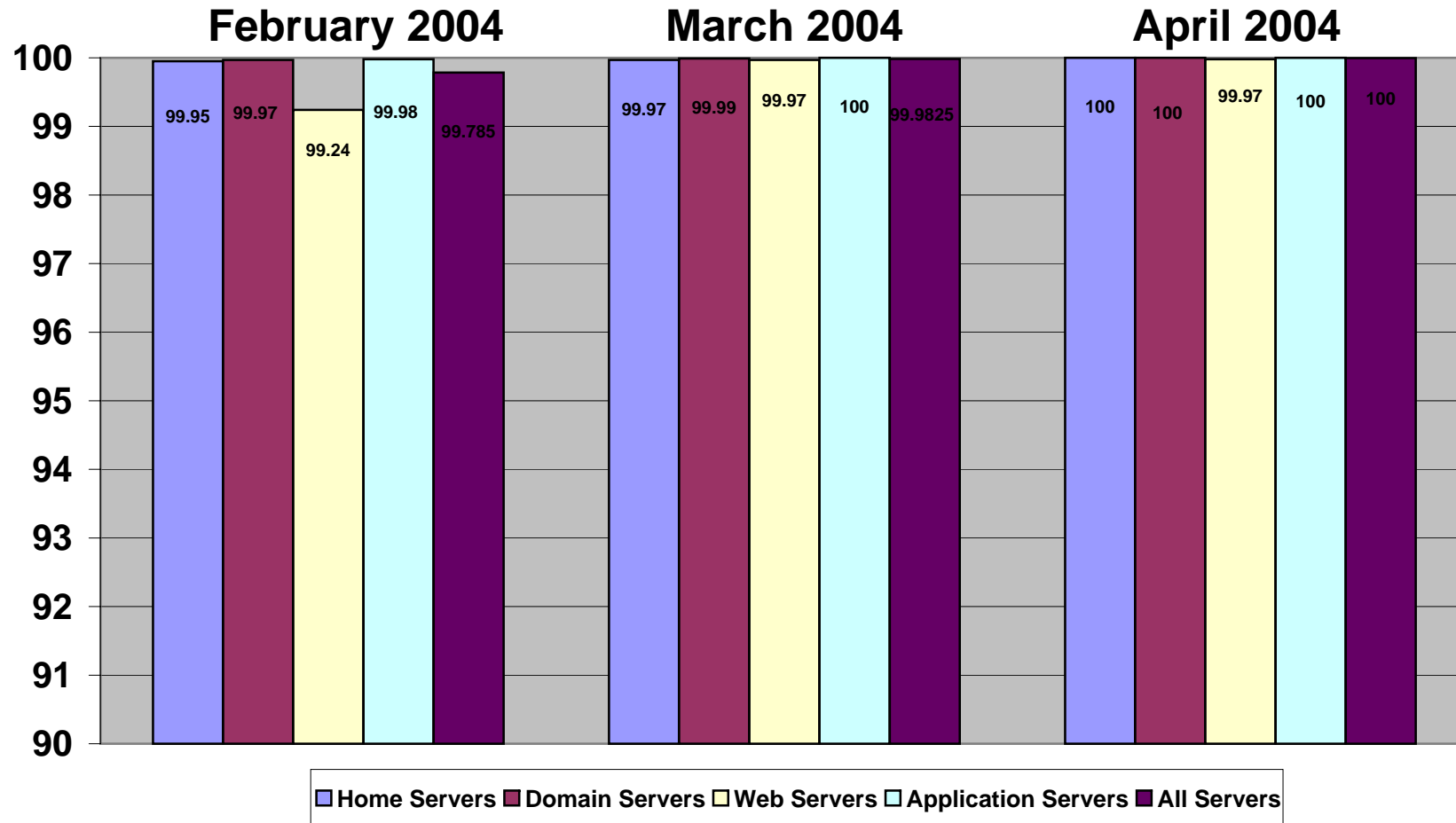
Remedy Statistics (Monthly Service Tickets)



■ Opened Tickets
■ Closed Tickets
■ Carried Over Tickets

8-Month Total
OPENED: 15,084
CLOSED: 14,792
PERCENTAGE: 98%

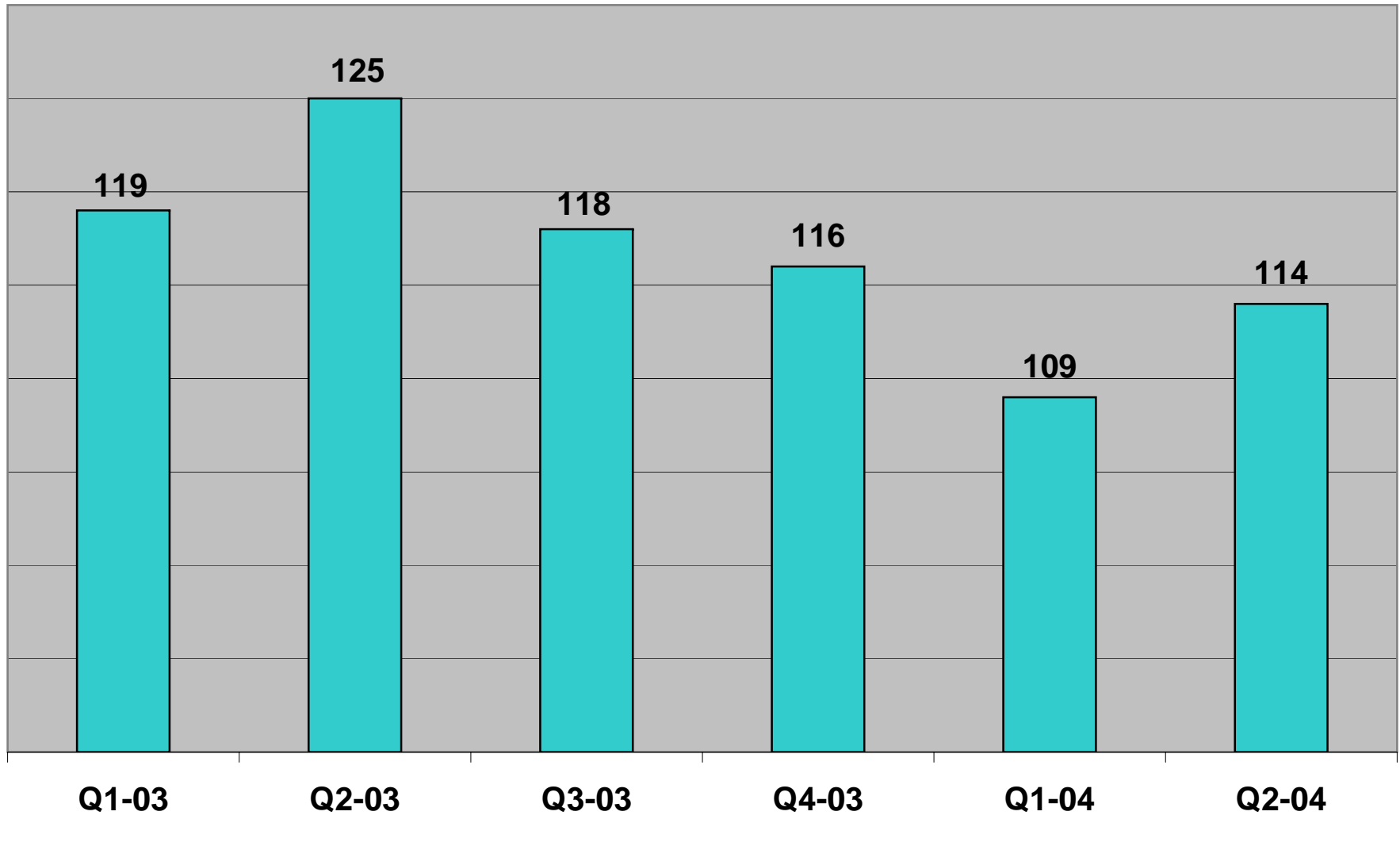
Server Availability (Percentage)



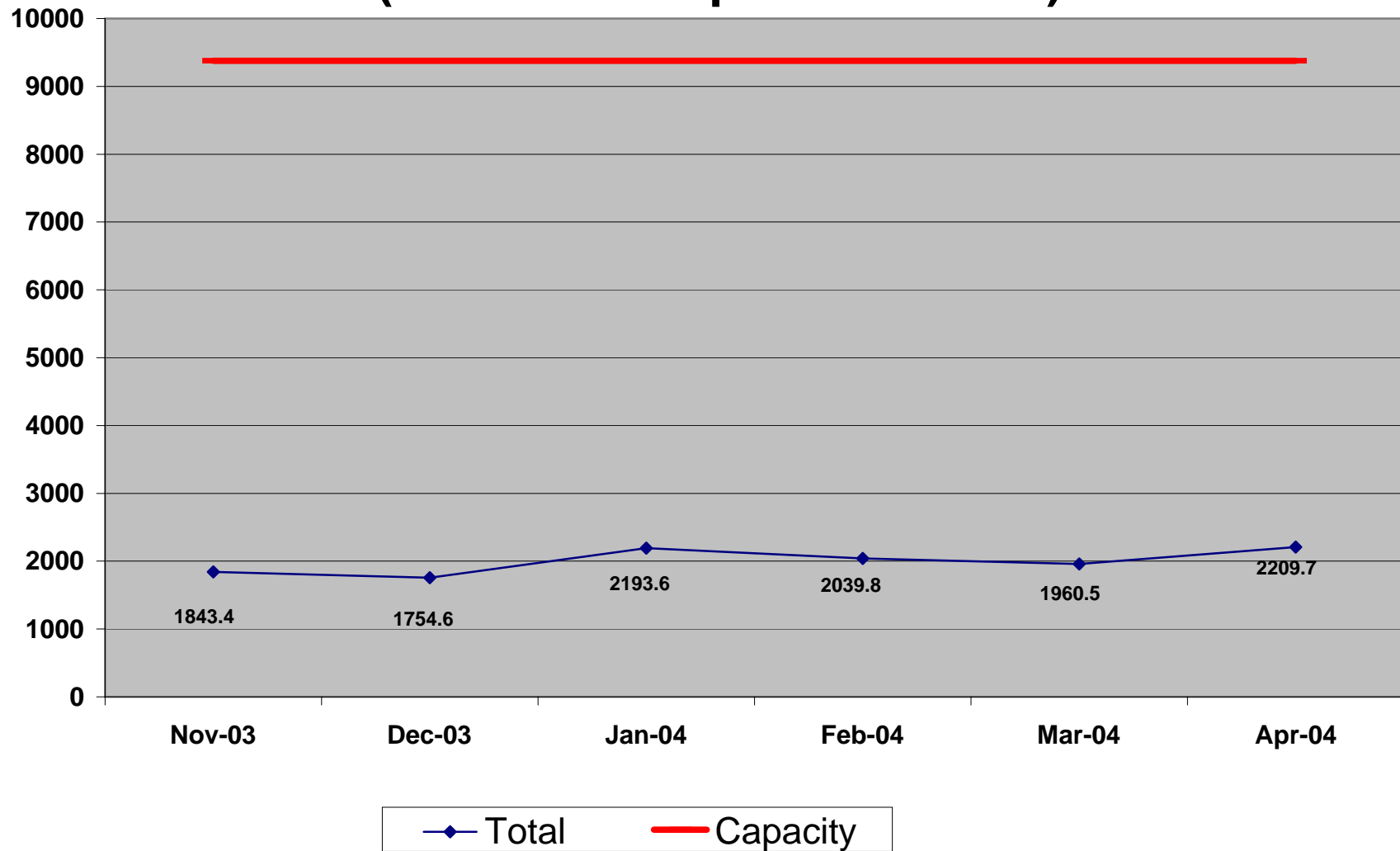
Metrics are based on the availability of these servers
from Monday through Friday (7:00AM to 6:00PM each day)!

Server Count Metric

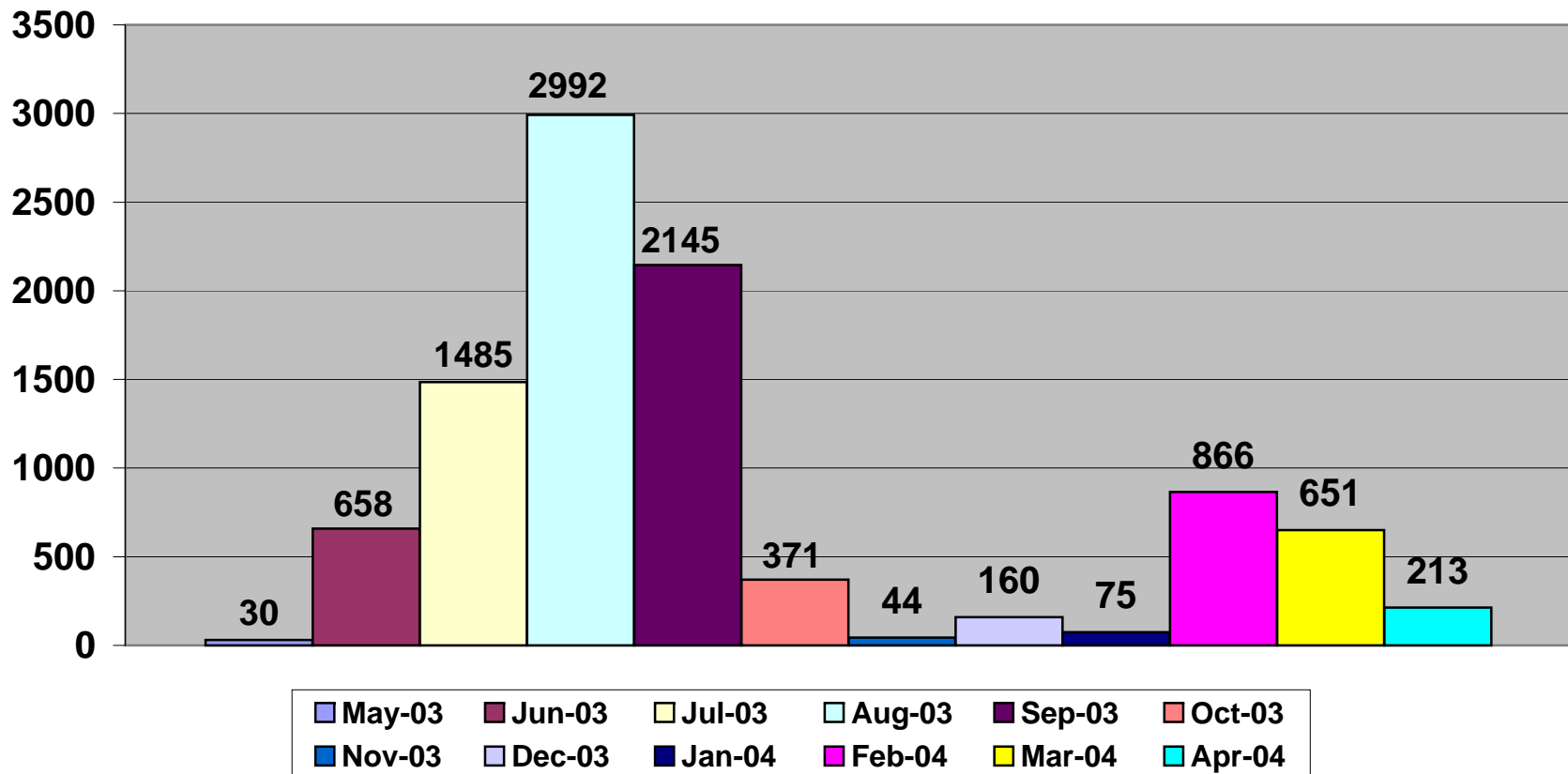
(Total Number of Servers in the OD Domain)



Datastore Growth/Capacity Metric (Home Disk Space - In Gb's)



Incident Response Team Requests for Response (Total Requests)



Incident Response Team Requests for Response include: Intrusion attempts against/from OD, Website defacements, and Hacks or virus detection/cleaning on OD or CIT Exchange/Application servers.